

FRANKLIN COUNTY
DEPT of JOB and FAMILY SERVICES
1721 Northland Park Ave.
Columbus, Ohio 43229

J O B A N N O U N C E M E N T

POSITION TITLE: Office Manager 2
(Non-Bargaining) **PCN:** 106080

DEPARTMENT/LOCATION: Clerical Support /East Center **P.R.:** N11

REPORTS TO: Administrative Officer

RESPONSIBILITIES: Work under the director of the Center Director. Provide direct supervision to clerical support personnel including training staff, assigning tasks, monitoring task completion and quality of work, evaluating staff performance, developing corrective action plans. Make recommendations on hiring, issuing discipline including termination of employment, and on pay for performance raises. Develop, implement, and monitor necessary procedures to accomplish the work of the clerical support unit including application screening and application assignment to the TCM units, all Reception Desk routing and assignment of center visitors, maintaining case record filing system ensuring integrity of audit trails, providing direct customer service through the centralized phone information system, processing all case transfers in and out of the Center, sorting and distributing all enter mail, ordering and distributing all office supplies and forms, receiving and accounting for monthly pay-ins from participants. Provide supervision and training to Work Experience Program (WEP) participants. Organize, plan, attend and/or conduct meetings. Approve timesheets, leave forms and requests. Investigate problem situations. Provide information to questions from staff, general public and/or outside agencies. Determine resources necessary to accomplish unit objectives while also monitoring necessary procedures to accomplish work goals of the clerical support team. Comply and evaluate unit operating reports to monitor worker performance and assist in determining appropriate staffing levels. Conduct individual worker conferences and group meetings to instruct and share information. Maintain adequate inventory of office supplies and work forms.

MINIMUM QUALIFICATIONS: High School diploma or GED with three years of office management experience; or any equivalent combination of training and experience.

STARTING SALARY: \$18.14 per hour/180 day probationary period.
Plus a Comprehensive Benefits Package

DATE POSTED: Thursday, February 13, 2014

DEADLINE TO APPLY: Wednesday, February 26, 2014

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.

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